

Partnership with Parents and Carers

The staff team is committed to working in partnership with parent/carers to provide high quality care and a safe and stimulating environment for all the children. In all our dealings with parents/carers we are mindful of our Equalities policy and the need to ensure effective communication

The nursery aims to achieve this by:

- Ensuring that all parents/carers are made to feel welcome and valued in all their dealings with the nursery
- Encouraging parents/carers to be involved in settling their child into the nursery when they start, and if necessary each time they attend
- Ensuring that the nursery always listens to parent/carers concerns whenever they are raised, and provides a prompt response to these
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively according to the Complaints Procedure policy
- Providing a regular newsletter that highlights special events and shares information about the nursery, such as changes of staff, new legislation, any changes in the operation of the nursery, such as alterations to fee levels.
- Sharing records and information with parents, unless subject to an exemption e.g. if an investigation is in process by the police or other statutory agencies. This includes sending out copies of children's Summative Assessments and Next Steps at least termly to all parents, and involving parents/carers in the formal assessment of our two year olds
- Ensuring that the nursery's policies and procedures are made available to parents/carers. Each room has a policy folder for parents to borrow whenever they wish
- Encouraging parents/carers to comment on the nursery's policies and procedures, and consulting them about every aspect of the provision for their children, through a confidential annual parent questionnaire
- Ensuring that there are daily opportunities for parents/carers to discuss their child's progress and any problems that they might be encountering, with their child's key worker, at drop off and pick up times
- Providing a daily diary to communicate information regarding sleep times, nappy changes, amounts eaten, and activities enjoyed. Parents are also encouraged to use this diary to convey messages and share news of home events with the nursery staff
- Encouraging parents to contribute photos and news about the family to our Special Events boards situated outside each child's room at nursery
- Encouraging parents/carers to undertake supportive roles in the nursery, such as volunteering or participating in activities, visits or outings

